

Newsletter

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Special points of interest:

- Bathing without a battle
- Enhancing against the odds
- Gardens as sanctuaries

The Newsletter is a project of the N.C. Coalition for Long-Term Care Enhancement. To respond to articles, contact the editor: Kaye Brown, Ph.D. at Duke University, (919) 668-3348 or the Coalition at <alice@ltcenhance.com>. 1,300 copies of this public document have been printed at a cost of \$316.77 or \$0.24 per copy.

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Peaceful Bathing: A Work in Progress

This article is part of the Editor's series on exemplary projects supported by the Coalition's Enhancement Grant program.

Like many nursing homes throughout our state, Lutheran Home at Trinity Oaks has bathed residents in areas of its facility that have changed little in over thirty years. These rooms had remained largely impersonal and institutional even though the home was undergoing significant culture change. Current outdated methodologies of bathing did not fit with the culture changes taking place in resident care. The investigation of new methods also pointed to the very real possibility of a more pleasant experience and less resident combativeness during bathing time.

Developing their vision of creating a "normal" bathing experience" took time for the staff but all concurred that this transformation would overcome the negative elements present in current accepted practices. Over one third of Lutheran Home residents were observed showing signs of anxiety and fearfulness during regular bathing times. The current bathing rooms were "cold" and impersonal as well. The new vision was "to create a spa-like setting where elders are pampered, calmed, warmed and relaxed". To achieve this, the bathing areas needed renovation and the staff needed guidance in how to bathe residents in new ways.

In 2001, Trinity Oaks' parent corporation, Lutheran Services for the Aging, engaged professionals associated with Eden Alternative practices and the Pioneer Network for intensive education on culture change. Attendees became acquainted with Joanne Rader who at the time was finishing a new book and CD. Bathing Without a Battle was a new method and the training that could be implemented at Lutheran Home – Trinity Oak to aid implementation of the vision for a normal bathing experience. With the way to implementation clearly envisioned, it was just a matter of time before renovating the bathing areas moved to the top of the list for renovation. Capital budget funds were blocked out and the new

plans were aligned with the overall strategic plan for the home.

Meanwhile, educating for change took on a life of its own throughout Lutheran Home. For over a year, all possible avenues for communicating with staff, residents and their families were used to spread the message of what was coming to the home and why. Bathing was to become normal and personalized. Once the staff is fully trained and the renovations are completed, bathing practices will change.

While bathing will continue to involve assistance from staff, the approach will include new techniques. Residents will bathe in elegant, decorated spaces transformed to delight their senses. Bathers will find soft music and soft lights, warm fluffy towels, reminiscent aromas and familiar residential furniture and accessories as they enter the new bathing areas.

During each bath, staff will note what affect all these transforming elements have on each bather. They will look for expressions of pain, depression, fear and anxiety. Skin tone as well as ADL assessments before and after bathing will help determine if bathing in this way has a predictable therapeutic effect.

All this careful planning, implementing and monitoring will put Trinity Oaks in a proven position to aid all of us to normalize our resident bathing practices. This becomes another enhancement tool for those on the journey to create residential environments for frail elders. □

For more information about this exciting enhancement project, please contact Deborah Mathis, NHA at Lutheran Home at Trinity Oaks, Inc., 820 Klumac Road., Salisbury, NC 28144, 704-637-3784, <dmathis@lutheranhomesalisbury.net>.

Enhancing First, Educating Second

By Kaye Brown

Autumn Care of Roanoke Valley was faced with having to put an enhancement project in place before the facility could effectively educate the staff for deep culture change. This down east nursing home is located in a remote area of the state and is far removed from many of the institutions whose core values support environmental enhancements for long-term care. Up against significant resistance, the administrator and her team persisted by acquiescing to a staff that largely demanded a "show-me" approach to enhancement.

But management's vision of what enhancement meant was driven by the clear needs of the home's residents. One resident told them, "I have lost everything that ever meant anything to me. Don't you think you could let me have a cat to love?" And that's



Dorothy Britton gets a closer look at the tiniest residents of Autumn Care of Roanoke Valley.

how Autumn Care became enhanced: i.e., one cat at a time.

When the nursing home applied for an enhancement grant, management knew how much the aviary would mean to the residents. What they hoped for but did not have at the time was complete staff buy-in on the goals of the project. Many who worked at Autumn Care did not have personal pets. A few who did have pets, kept their animals outdoors. They agreed that animals did not belong in a nursing home. And that is why pets had to come into the facility as the principle means of educating the staff as to the enormous benefits pets provide to frail elders in long-term care.

Slowly, one by one, Autumn Care's staff is asking for aviary duty. The associated assisted living facility next door recently requested its own aviary despite the added work for the staff. Autumn Care has implemented a performance monitoring plan that is helping the home demonstrate just how much one aviary can change the institutional culture of their home to one which now supports ongoing culture change as well as staff and resident empowerment. But the home had to approach enhancement backwards to get to this point.



Residents William Bell, Rea Futrell, and Dorothy Britton all enjoy the sights and sounds provided by their new aviary. The staff have also accepted the latest addition to their resident population and are showing interest in furthering the enhancement efforts of Autumn Care.

In general, enhancement projects fail if they are not implemented in homes that are prepared to handle them. Autumn Care was different. It had to begin enhancing against resistance. But given the nature of that resistance and the fundamental good-heartedness of its staff, the little finches in Autumn Care's aviary have been able to charm everyone into supporting future enhancement projects. Residents now request to visit the birds. Children are eager to visit their relatives while seeing the birds. And staff members are talking amongst themselves about forming teams and planning their next enhancement goals.

We expect it won't be long until the halls of Autumn Care of Roanoke Valley become a veritable human habitat. Congratulations! □

Kaye Brown, Ph.D. is the Editor of the Newsletter and past chair of the Coalition. She can be reached at kayeb@baa.duhs.duke.edu or (919) 668-3348. Questions about Autumn Care's enhancement project? Contact Jane Ricks at (252) 539-4161.

What's Blooming?

By Sally Cobb

Each time residents in Assisted Living, Skilled Care and Memory Care at Well Spring Retirement Center in Greensboro enter their dining room, they are greeted by a fresh bouquet of colorful flowers on every table. On several occasions, the residents have distributed the bouquets during the evening meal, allowing them to accept the appreciative comments from those receiving the lively vases. The flowers are welcome guests, creating gratitude and smiles among the residents.

The icing on the cake is that the residents themselves, through weekly horticultural therapy gatherings, are responsible for arranging and filling each vase. Increased socialization, sense of purpose, transfer of roles from being care receiver to care giver, and improved fine motor coordination are the gifts the flowers have to give.

After his stroke, one of the gentlemen who was using the pruners to remove the wrapper from



Though well planned and pleasant, this entry garden and outdoor passageway at The Cedars in Chapel Hill offered few dedicated places in which to carryout the community's plans to engage residents in seasonal horticultural activities..



This marvelous raised bed now allows The Cedars residents to plant during the long fall and spring seasons. In addition, they are engaged in other horticultural activities--plants for their rooms and tomato plants in outdoor pots. The gardeners at The Cedars plan to implement this "Green Thumbs" program year-round wherever they find a little space.

the bound flowers and then cutting them to more manageable lengths commented, "This is really good therapy for me, using my weak hand to open and then cut the bundles". Another participant brings her own pair of floral scissors, enabling her to successfully arrange the flowers. The first time she came to class she quietly said, more to herself than to the rest of us, "Flowers add so much to the tables".

In Memory Care, in addition to the flower arranging for the tables, we encourage one-on-one participation. Holding a bright orange Shasta daisy with its boldness of color, smelling a sprig of fresh Eucalyptus or feeling the smoothness of a soft rose petal can possibly speak to a mind that no longer processes human conversation. □

This program is made possible through a private donor who has three family members living at the facility. Sally Cobb, as a contract employee from Hospice and Palliative Care of Greensboro, implemented the program. Questions? Call Sally at (336) 621-2500, ext. 522. Sally's article above was published in Volume 5, Number 3 (Summer 2005) of *Forever Green*, the newsletter for the Carolinas Chapter of the American Horticultural Therapy Association and is reprinted here by permission of the author.

The St. Louis Accord

By Nadine Pfeiffer

The St. Louis Accord, held June 8-9, 2005, was an energetic, enthusiastic, and dynamic national conference. The purpose of the conference was to bring together various stakeholders and the Quality Improvement Organizations (QIOs) for each state. Every state in the nation was represented at the conference and the organizers had to turn away more than 120 after 450 people had registered to attend. Sponsored by the Quality Partners of Rhode Island (lead QIO) and the Pioneer Network, the conference served as "the tipping point" of the culture change movement across the country.

The conference focused on making the facility "home" and not "homelike", the shift of care changing to "person directed care", and the transformation of workplace practices. It featured nationally recognized speakers presenting sessions on the different aspects of culture change. The Centers for Medicare and Medicaid Services (CMS) was represented and encouraged the nursing home industry to move forward with culture change ideas and practices by using the phrase "go for it" and by demonstrating its commitment to culture change by its work with the QIO's scope of work. It was pointed out that the regulations allow for culture change ideas and best practices.

The North Carolina contingency of stakeholders consisted of Nadine Pfeiffer (Division of Facility Services), Jo Kapfer & Rich Newman (Pennyburn at Maryfield), Stacey Flannery (NC Health Care Facilities Association), Brenda Zimmerman (UNC Chapel Hill

Cecil G. Sheps Center), Denise Rogers (Ombudsman), and Jen Wilson & Lee Dobson (Medical Review of North Carolina). We met many people from different states while we were there and Nadine had the opportunity of meeting Rose Marie Fagan who opened the conference with a roll call of the states represented, a custom practiced at all Pioneer Network conferences.

When called, each state's delegation stood and responded with a cheer or similar action. At the end of the conference, the roll call was made again. But this time each state dropped its computer memory sticks, which contained its culture change action plans, into a basket at the front of the room. On the chips, each state's team devised specific plans for the next 6-, 12-, 18- and 24-month time periods. This call to action was to symbolize each state's commitment to culture change.

Another interesting part of the conference was hearing about other states' Coalitions. Colorado and Massachusetts were the two states that gave presentations. Colorado has had its Coalition for three years and is a non-profit organization. It provides educational sessions on culture change throughout its state and is using penalty monies for projects. Massachusetts began its Coalition five years ago due to nurse aide work force issues. Massachusetts has two branches to its state Coalition, one focusing on staffing issues and the other focusing on improving job quality.

To access information from the conference, including all handouts, visit the Quality Partners of Rhode Island website at www.qualitypartnersri.org. □

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Through the artistry of faux pas, the harsh tiling in Lutheran Home of Trinity Oak's bathing areas is transformed into a spa-like atmosphere. Bathing now becomes a relaxed and enjoyable time shared between staff and residents. Couldn't your bathing areas be similarly enhanced?



For agitated and combative residents, institutional bathing environments prevent bathers from enjoying the security, warmth and relaxation offered by baths. Trinity Oaks sought to lessen the coldness of its existing white tile, chrome fixtures and PVC equipment through simple painting techniques and modest renovations. Turn to page 1 to read about their enhancement program for peaceful bathing



Facilities throughout our state are using artistic techniques such as faux pas painting to create homelike scenes on otherwise bare institutional walls, floors and ceilings. Faux pas creates realistic illusions that appear three-dimensional. When applied by gifted artists, the technique creates gardens in corridors without access to the sun, warm and inviting hearths without incendiary dangers, and fanciful scenes such as these with turtles and rabbits in the bathing rooms at Trinity Oaks. We bet your residents have equally great ideas about what they would like to find in their spa-rooms.

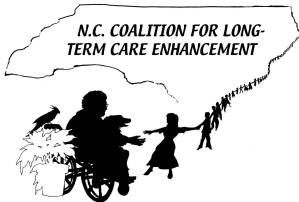


Thinking of creating a family council but unsure of how to proceed? The Friends of Residents in Long Term Care can help. In January, by contacting your regional ombudsmen, you can request a free copy of Creating a Family Council: A Group for Success, a loose-leaf 27-page manual that guides you through getting started with your community's council. The manual includes typical bylaws, a sample of applicable state and federal laws, suggestions on recognizing staff and a valued list of references for locating agencies and services serving older adults in our state. Brookcare Pharmacy Services generously underwrote the cost of producing the manual. For more information, visit <<http://www.forltc.org>>.

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This beautiful garden at The Cedars in Chapel Hill is but one way to bring the beauty of nature into your community for the enjoyment of all. Projects such as these all start with simple ideas to enhance the quality of life for your staff, residents and their families. As always, please share these wonderful enhancement ideas with others.